



Team Power International
Where Your Winning Future Begins

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**LEADERS IN APPLIED
INTERACTIVE TRAINING**

CS14E



**In-House
Training**

HOW TO HANDLE DIFFICULT CUSTOMERS

Achieving service excellence by effective handling of difficult situations



OVERVIEW



PRIMARY OBJECTIVES & BENEFITS

This practical course focuses on delegates' experience of dealing with difficult situations. It challenges the assumption that there is such a thing as a difficult customer and emphasizes the need to always create the right impression. If a difficult situation can be turned around the customer will become an advocate of your organization rather than a critic. The key part of the course is the learning of a number of techniques to be used when faced with difficult customers and how to apply each technique.

This workshop will help participants to learn:

1. Different types of difficult customers.
2. Why people might behave the way they do.
3. How important it is to appear calm when faced by a challenge.
4. Techniques for dealing with anxiety and increasing confidence.
5. How to deal with demanding customers.
6. How to deal with an angry or emotional customer.
7. How to deal with negative people.
8. What their own preferred influencing style is.
9. Things to avoid when faced with a difficult customer.
10. How to apply the techniques to real life situations.



WHO SHOULD ATTEND?

Any role which has significant communication with customers either face to face, telephone or electronic media.



HOW TO HANDLE DIFFICULT CUSTOMERS

Achieving service excellence by effective handling of difficult situations

Module 1 - Types Of Difficult Customers

- Sharing experiences of difficult situations
- Different types of difficult customers
- Things to avoid when dealing with each type
- Why it is important to create the right impression and turn challenges into opportunities

Module 2 - Challenging Situations

- Internal and external customers
- Our preferred influencing styles
- Identification of areas for improvement
- What prevents us from dealing with difficult customers as well as we would like?
- How do other people see us?

Module 3 - Appearing Calm And Confident

- The importance of body language
- Techniques to help us appear calm
- Techniques to improve confidence
- The importance of preparation when having to deal with a difficult situation
- When to use open and closed questions

Module 4 - Dealing With Difficult Customers Face To Face

- Defuse a situation when a customer is angry
- Defuse a situation when a customer is emotional
- Why might a customer complain
- Handling customer complaints effectively
- The importance of documentation

Module 5 - Dealing With Difficult Customers Over The Phone

- Telephone manner and style
- Giving bad news over the phone
- Techniques to help a customer remain calm
- Dealing with an over talkative customer
- Deal with a negative customer effectively

Module 6 - Putting The Techniques Into Practice

- Application of the techniques covered
- Barriers to implementing the action plans
- Action planning for the future
- What will be done differently?
- Identifying the follow up or further support

PROGRAM HIGHLIGHT

Duration: 3 days

Date: To be Agreed with the Client Organization

Timing: 8:30 am to 2:30 pm daily

Venue: Suitable & fully equipped venue
(to be provided by Customer)

Notice required: 10 working days

Language: English or Arabic

Material: Participants will be provided with high quality handouts

Certificates: Certificates of Completion shall be provided to participants upon successful attendance of the training program

Fees: Inclusive of facilitator's fees, materials and certificates